

FIGURE 1

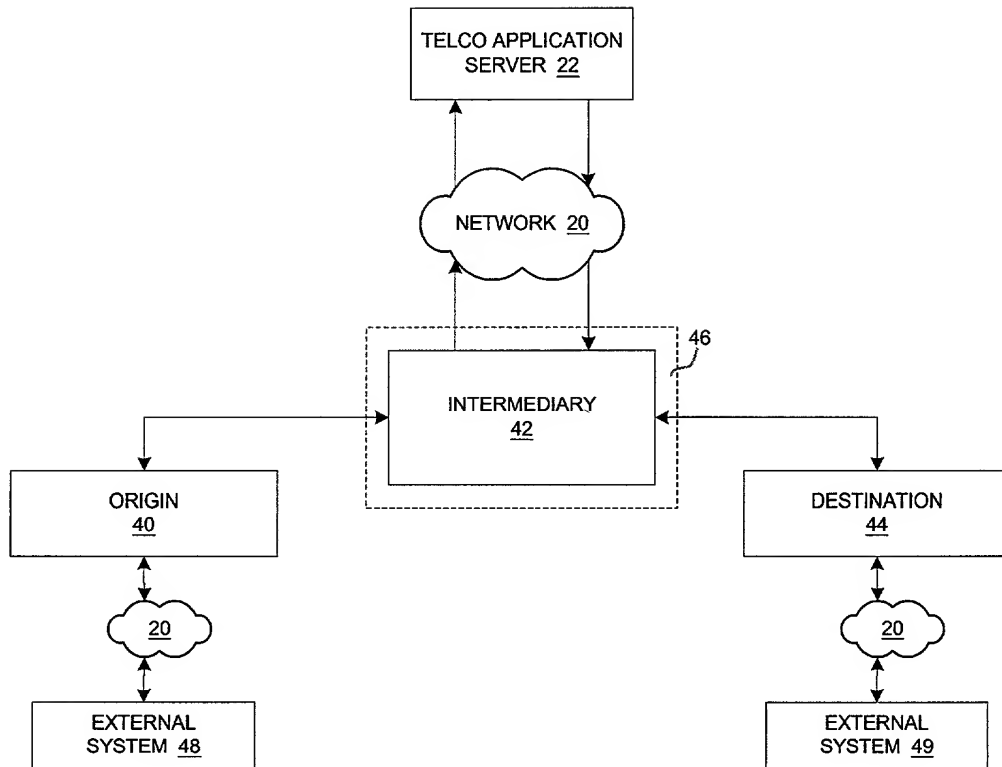


FIGURE 2

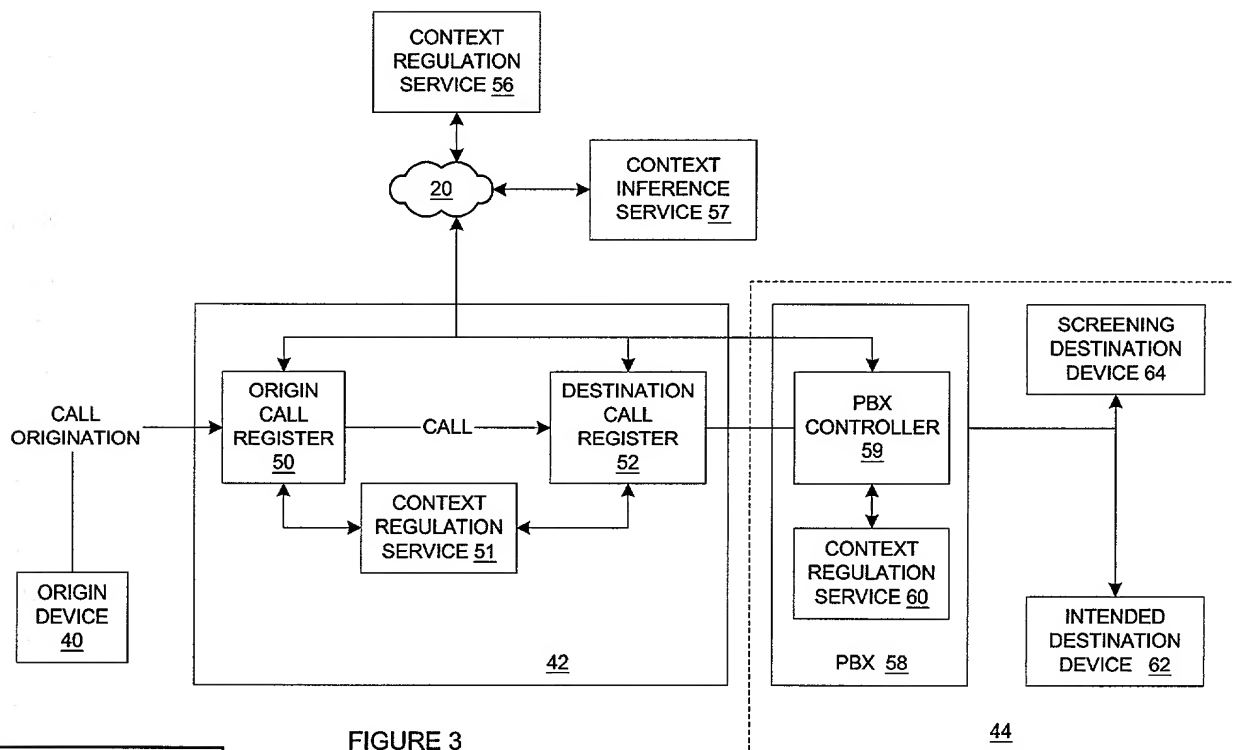


FIGURE 3

CALL CONTEXT <u>90</u>	
CALLER	VID NAME : JANE SMITH VID ID: 333-00-2222
BUSINESS	EMPLOYEE HIRING Z
SUBJECT	NEW PROSPECT
LOCATION	NEW YORK

IBM CONTEXT BASED CRITERIA <u>92</u>	
BLOCK	
<i>INDIVIDUALS</i>	TOMMY SMILEY LUKE CHESSNUT
<i>BUSINESSES</i>	TTTT ELECTRONICS HEADHUNTER GROUP A
TRANSFER TO HR	
<i>INDIVIDUALS</i>	JANE SMITH TERRY ATWATER
<i>BUSINESSES</i>	HEADHUNTER GROUP B

CONTEXT
REGULATION
SERVICE 56

REGULATED CALL CONTEXT <u>98</u>	
CALLER	VID NAME : JANE SMITH VID ID: 333-00-2222
BUSINESS	EMPLOYEE HIRING Z
SUBJECT	NEW PROSPECT
LOCATION	NEW YORK
INTENDED CALLEE	RVID NAME :JON DOE
PATH	CALL REDIRECTED TO HR
SCREENING CALLEE	RVID : S. TONTO RVID ID: 102-11-2020
BUSINESS	IBM AUSTIN HUMAN RESOURCES ASSISTANT

FIGURE 4

CALL CONTEXT <u>70</u>	
CALLER	VID NAME : JANE SMITH VID ID: 333-00-2222
BUSINESS	EMPLOYEE HIRING Z
SUBJECT	NEW PROSPECT
LOCATION	NEW YORK
CALLEE	RVID NAME :JON DOE
BUSINESS	IBM AUSTIN

IBM CONTEXT BASED CRITERIA <u>72</u>
TO ENGINEERING GROUP (INCLUDING JON DOE)
BLOCK
<i>INDIVIDUALS</i> TOMMY SMILEY LUKE CHESSNUT
<i>BUSINESSES</i> TTTT ELECTRONICS HEADHUNTER GROUP A
TRANSFER TO HR
<i>INDIVIDUALS</i> JANE SMITH TERRY ATWATER
<i>BUSINESSES</i> HEADHUNTER GROUP B

CALLEE CONTEXT BASED CRITERIA <u>74</u>
JON DOE
BLOCK
<i>INDIVIDUALS</i> TERRY STEW
<i>BUSINESSES</i> CARD OFFERS

CONTEXT
REGULATION
SERVICE 56

REGULATED CALL CONTEXT <u>78</u>	
CALLER	VID NAME : JANE SMITH VID ID: 333-00-2222
BUSINESS	EMPLOYEE HIRING Z
SUBJECT	NEW PROSPECT
LOCATION	NEW YORK
INTENDED CALLEE	RVID NAME :JON DOE
PATH	CALL REDIRECTED TO HR
SCREENING CALLEE	RVID : S. TONTO RVID ID: 102-11-2020
BUSINESS	IBM AUSTIN HUMAN RESOURCES ASSISTANT

CALL CONTEXT <u>80</u>	
CALLER	VID NAME: JON DOE VID ID: 111-00-1111
BUSINESS	IBM AUSTIN - ENGINEER
SUBJECT	QUESTION
INTENDED CALLEE	FIRST AVAILABLE
BUSINESS	NEWS GROUP ZXY

IBM CONTEXT BASED CRITERIA <u>82</u>
FROM ALL EMPLOYEES
BLOCK
<i>INDIVIDUALS</i> T. BLOCK S. TEASDALE
<i>BUSINESSES</i> NEWS GROUP ZXY
TRANSFER TO NETWORK SCREENERS
<i>CONTEXT</i> TO CANADA + NON- EMPLOYEE
9AM-5PM + FAMILY

CONTEXT
REGULATION
SERVICE 56

REGULATED CALL CONTEXT <u>84</u>	
PATH	CALL OUT BLOCKED TO NEWS GROUP ZXY

FIGURE 6

2010-03-03 10:00:00

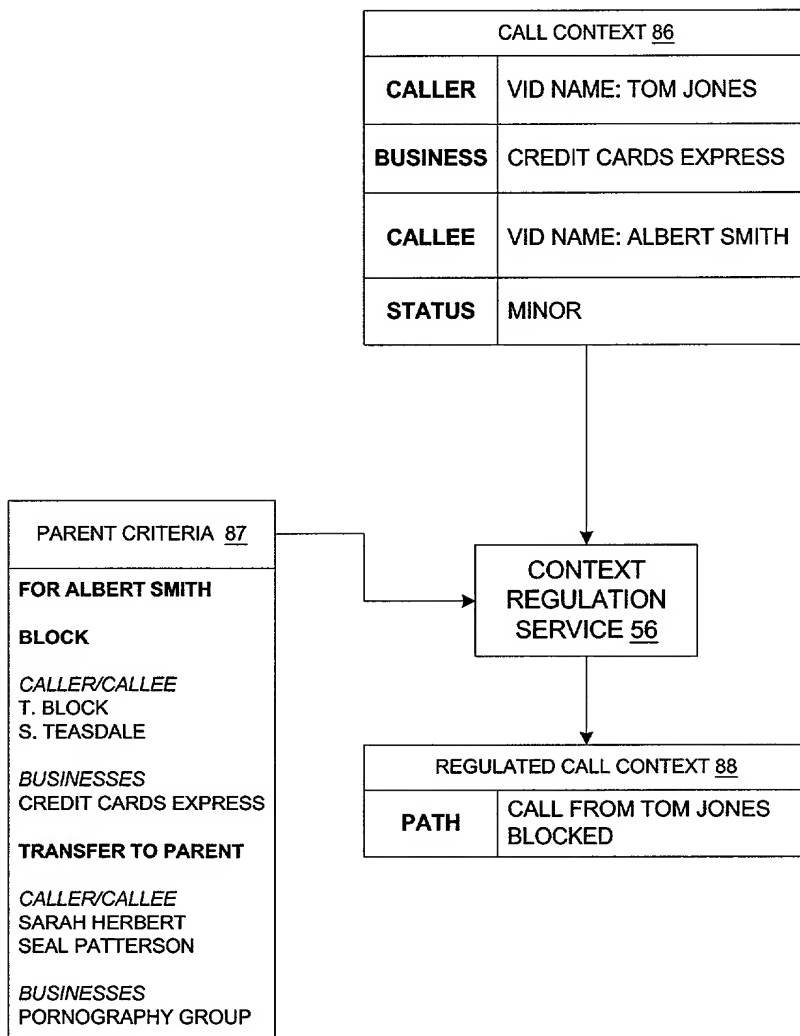


FIGURE 7

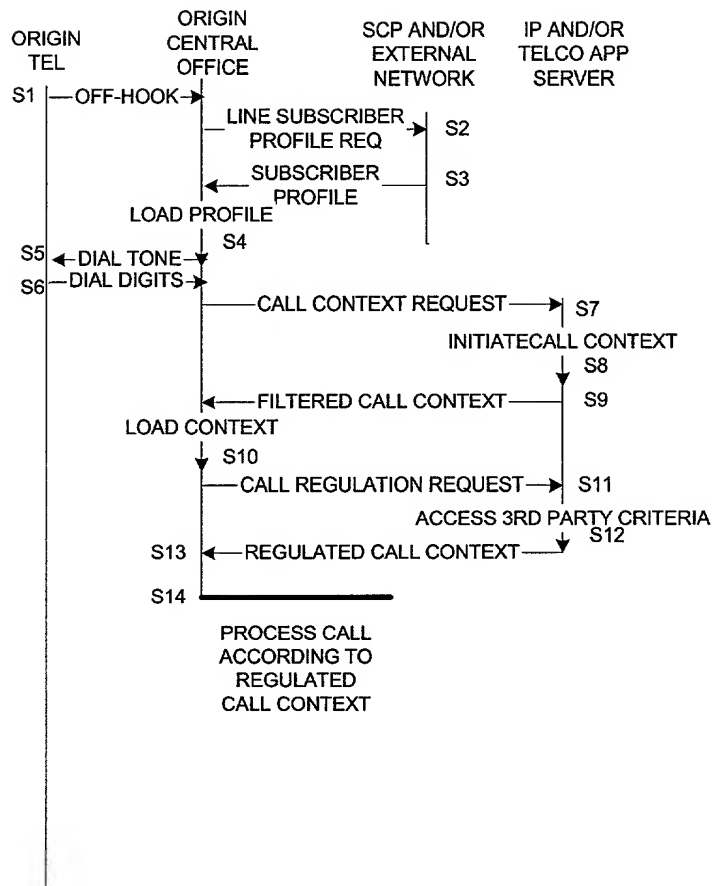


FIGURE 8

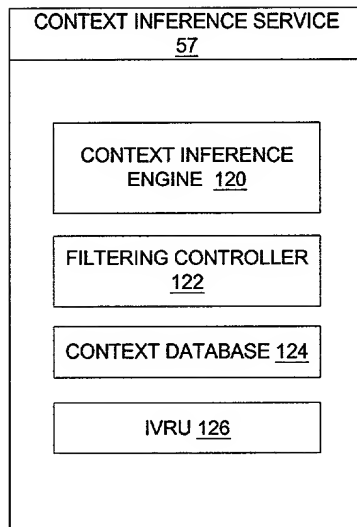


FIGURE 9

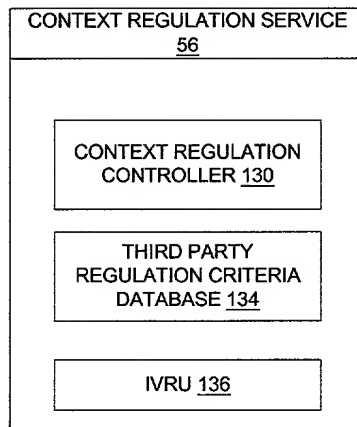


FIGURE 10

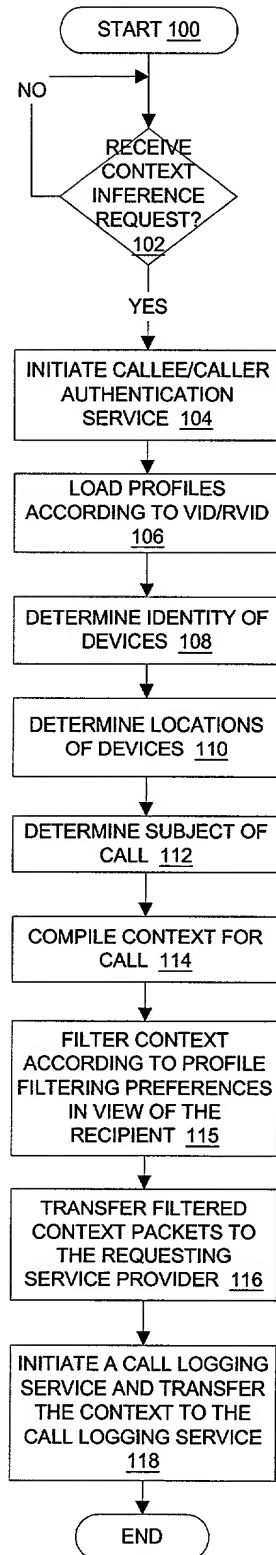


FIGURE 11

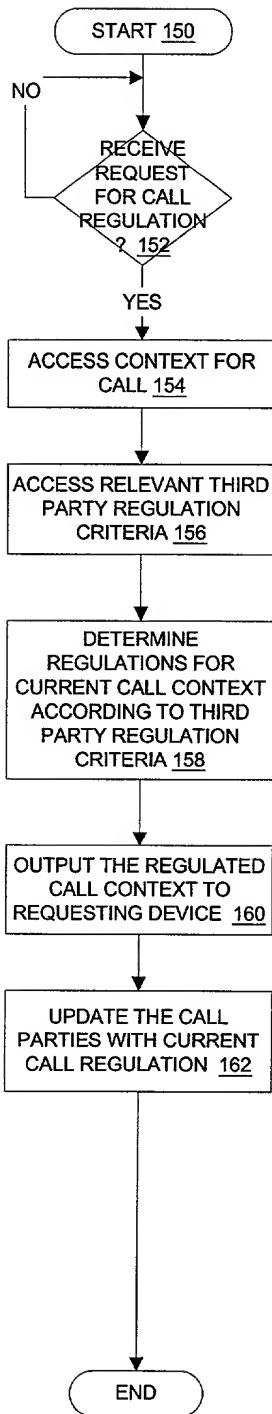


FIGURE 12